



# QUALITY POLICY

Vertech Group and its Business Units are dedicated to delivering Inspection, Integrity, Trades, Construction, Infrastructure, and Access solutions that meet the highest standards of quality and excellence. Our commitment to quality is embedded in every aspect of our operations, ensuring that we consistently meet and exceed client expectations while continuously striving for improvement.

We aim to provide highly trained and competent personnel as well as facilities, technology, methodologies, and equipment that are safe, environmentally friendly, and of high quality.

The Group's Core Values and CARE philosophy are the foundation for our commitment to quality, we strive to ensure:

- ✔ Projects, campaigns, or work scopes are completed on time and on budget.
- ✔ We demonstrate leadership in developing and fostering an effective quality assurance culture focused on continuous improvement.
- ✔ We value and utilise employee input to improve service quality.
- ✔ Operations are conducted in full compliance with relevant industry, regulatory and relevant standards.
- ✔ Positive relationships are developed and maintained with the client, ensuring we exceed quality expectations.
- ✔ All training, assessments, verification, inspections, and audits are carried out with the highest degree of professional integrity and technical competence.

Quality service delivery and stakeholder satisfaction is achieved through:

- ✔ Maintaining certification to Quality standards such as ISO 9001:2015, ISO 29001:2020, ISO 17025:2017, and ISO 17020:2012.
- ✔ Thorough planning, management and control of our work to ensure a high standard of quality services to clients.
- ✔ Measuring customer satisfaction regularly and setting clear objectives for improvement.
- ✔ Ensuring timely treatment of non-conformance/complaints to an acceptable level of risk, while maintaining a culture of transparency where reporting of non-conformance/complaints is encouraged, proactively managed and supports a learning environment.
- ✔ Audit/assess and review of our performance and assess feedback from clients with a view to systematically and continually improving the Group's performance.
- ✔ To periodically review the effectiveness of the Quality Management System in terms of achieving the above objectives, with a view to continual improvement.

**Cameron Waters – Group Managing Director**

Vertech Group Pty Ltd

